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Live Oak Preserve
Tampa, FL

Subject: Comment on Notice of Proposed Rulemaking regarding exclusive marketing and bulk billing arrangements in real estate developments, MB Docket No. 07-51

Commissioners,

I live in the Live Oak Preserve located in Tampa, Florida. For the past three years, I have encountered countless service interruptions and continue to pay heavily for substandard cable TV/Internet service. Our community has tried to address the issues that many homeowners are experiencing with Century Communications, but our concerns/complaints have fallen on deaf ears.

Our current service is mediocre in comparison to what the competition can provide and lacks new features such as DVR and HDTV. Unfortunately, the company providing the services is owned by the original builder (formerly known as Transeastern). Transeastern, formerly owned by The Falcone Group Inc., signed an exclusive contract for 15 years, locking home owners to pay 1.6 million per year for inferior service. In reality, Robert Falcone, owner of Century Communications, is the brother of Art Falcone, former owner of Transeastern. The contract that was signed between the two companies was a convenient arrangement for both relatives because they both profited and the consumer was the one that paid the price. I do not see how PCO (Private Cable Operators) can claim infrastructure cost when profiting in a deceitful manner. The contracts that were signed by these owners created a mind set of supremacy; providers feel they write the rules and they can do as they please. The homeowners are at the mercy of Century Communications (C.C.) because if they sought other cable/internet/security services elsewhere they are responsible for paying the fee to C.C. via HOA fees regardless of use. Furthermore, the homeowner will also be responsible for the new service they sought from another vender. The consumer does not have a fair option.

On occasion, we are even blocked from local sport programming events. As a result of inclement weather we also have frequent outages, more so, during summer. There is no competition allowed and this is more like a monopoly. You can view owner complaints at www.liveoakforums.com and research the problem further by accessing the Tampa Tribune. Our community even held a protest a few months back to express their disgust with Engle Homes & Century Communications services.

We at Live Oak preserve hope you would research our case and notice the

damage these agreements can do. Bulk billing arrangements hurt consumers and our government needs to protect its citizens by putting an end to this practice. Please extend the aforementioned regulation to internet service providers and telephone service providers.

Thank you,
Karol Agosto